



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Gallatin River Communications L.L.C.**  
**d/b/a CenturyLink GRC**  
**for quarter ending September 30, 2009**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.40	3.20	3.20	3.27
B. Operator Answer Time - Information [730.510(a)(1)]	4.20	6.02	6.66	5.63
C. Repair Office Answer Time [730.510(b)(1)]	2.00	3.00	3.00	2.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	4.00	7.00	7.00	6.00
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	99.90%	99.96%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.00%	99.50%	99.60%	99.37%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.90	2.00	1.50	1.80
H. Percent Repeat Trouble Reports [730.545(c)]	10.20%	8.40%	9.50%	9.30%
I. Percent of Installation Trouble Reports [730.545(f)]	22.00% *	20.30% *	22.20% *	21.50% *
J. Missed Repair Appointments [730.545(h)]	16	4	2	7
K. Missed Installation Appointments [730.540(d)]	1	0	3	1

**Comments**



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